

Spokane TWI site visit April 22, - April 24, 2003

## **Current practices**

DSHS case managers refer customers to the ESD orientation held daily Monday to Thursday at each site. At the orientation customers are advised of their program and participation requirements. Customers view a video featuring the DSHS CSOA and the Work programs manager, which reinforces the WorkFirst/TWI message. Customers are given a Passport to Employment pamphlet that they will use to track their progress toward completion of their competencies. At the end of the orientation customers complete a success plan, meet one on one with ESD staff and are given their schedule for the next week.

Week 1 of job search consists of morning soft skills classes held at WorkSource Monday through Thursday. Classes are in partnership with the Spokane area WorkForce Development Council and they include:

- Self management
- Dealing with change
- Belief systems
- Communication
- Conflict management and consensus building
- Work relationships
- Personality style
- Personality and goals

Friday morning customers are given a tour of the WorkSource office along with presentations from various partners. (i.e. family planning by DSHS, CJST by Community college, and Truck Driver training by National Transportation)

In the afternoon customers report back to their main office and meet with the staff person who will be conducting the workshop they are scheduled to attend the following week and work on pre workshop activity.

Week 2 of job search customers attend the Job Search workshop if they have not completed one in the last three months. During the weeklong workshop they will complete assessment testing using Discovery and Work keys. (Administered by Community college staff). Upon the completion of the workshop customers will have completed their resume, master application, practiced their 60-second commercials and interview skills. Results of the assessment tests are reviewed on Fridays and customers are advised to update their success plan. By the end of the second week of job search the competencies should all be met.

Week 3 to 8 customers report in 5 days a week as follows:

- Mondays – they report for Networking at WorkSource
- Tuesday – they report to the resource room at their site
- Wednesday – they report at WorkSource for check in
- Thursday – they report for job club at WorkSource

- Friday – they report to the resource room at their site.

Weeks 9 to 12 customers are not referred to WorkSource but work more closely with the site with emphasis on any job referrals.

In weeks 4, 8 and 12 customers are evaluated and recommendations are made. In the 8<sup>th</sup> week of job search customers are advised they will now need to search any employment and no longer focus on higher wage positions.

Job search contacts are reviewed at each resource room appointment and at check-in at WorkSource to insure customers are making at least 15 in person contacts per week. In the resource room, customers are advised to check the Go2 WorkSource site for jobs. Referrals are made using SKIES. Each of the sites also had their own job leads posted. Customers are expected to dress appropriately for job search when attending all of their scheduled appointments.

- A Community College representative advises customers of CJST options as part of the Friday morning WorkSource tour. Spokane Community Colleges offer the following:
- Microsoft fundamentals /customer service
- Microsoft fundamentals /medical office
- Warehousing and product handler

They are in the process of developing more options for CJST as well as providing High Wage/High Demand training options.

Spokane had developed a local phone number to call that is used by all three sites in place of IVRS. Customers are advised they need to call between 8 am and 11am and speak to a counselor and not just leave a message. Staff members make the determination to excuse the customer or not. They make contact with the on site staff and case manager as needed and record the appropriate information in CATS

CATS is used primarily as a sign out system in the three offices. Customers sign out after they have completed their activity.

While the Spokane offices do not have staff directly assigned to business out reach their customers are able to attend Job Fairs and meet with the “Employer Of The Week” set up by WorkSource. Next Job Fair April 29<sup>th</sup> 2003. Employers of the week for April were St Lukes Rehabilitation, Schelling’s Martinizing, West Telemarketing/Dakotah and Snyder’s Bakery.

#### Changes to the initial TWI plan

- Addition of soft skills classes
- Success plan completed at orientation and updated at completion of workshop
- Orientation at WorkSource on Fridays that includes presenters that would normally be included in the workshop.
- Discovery and Keys administered at the beginning of the Job search workshop

- Use of a video at orientation with message from CSOA and WorkFirst manager for positive reinforcement
- OJT contact person established at each site
- Customers stay with the same WorkFirst staff person for the first month

Changes were made to improve service, enhance customer flow, and resolve workload issues.

Stated best practices

- Use of video message
- Staying with the same staff person for the first month.
- Development of pamphlet “Passport to Employment” used by customers to track completion of competencies
- Delivery of a consistent message between the sites, WorkSource and DSHS

Stated areas of concern

- The need for Manual tracking of statistics
- Work Keys
  - Cost
  - Not enough employers using Work Keys
  - Lower scores than expected in the teamwork section
  - Not all customers taking the testing seriously
- Sanctions and good causes low
- WPLEX not meeting the customers needs

## Case record reviews

Prior to the site visit a review of 25 case records was conducted:

- Employability Assessment
  - 3 records assessment not documented in CATS till the 4<sup>th</sup> week of job search
  - 2 records assessment not documented in CATS
  - 1 record assessment documented in CATS the first day of job search.
- Success plans
  - Success plans created first day of job search prior to assessment
  - Steps in the text box outline program requirement instead of customer's steps to employment
  - Minimal updating of success plans
  - Where path chosen was training customer was in job search
  - 2 success plan had not occupational goal
  - 1 success plan was not updated at 8 week to show change in occupational goal
- Evaluations
  - 1 record 4 week evaluation questions not completed
  - 1 record no 4 week evaluation was recorded
  - 1 record customer was advised to broaden their job search at 4 weeks
  - 1 record 8 week review no documentation that customer was advised to broaden job search.
- Competencies
  - 1 record competencies not recorded
  - 2 records competencies sign off first day of job search
  - 1 record competencies sign off a week after they were documented as completed
- Customer engagement
  - 2 records customer turning in job search contacts before competencies completed
  - 1 customer closed out of job search no reason given

SKIES referrals and placements

25 customers reviewed – 10 customers referred on job order in SKIES no placements

## CUSTOMER SURVEY - TARGETED WAGE INITIATIVE

<b>1. My job search site is:</b>							
	A. Federal Way						
	B. Aberdeen						
	C. Walla Walla						
	<b>D. Spokane North</b>	XX					
	<b>E. Spokane Valley</b>	XX					
	<b>F. Spokane SW</b>	XX					
Completed surveys <b>123</b>		<b>A</b> Strongly Agree	<b>B</b> Agree	<b>C</b> Uncertain	<b>D</b> Disagree	<b>E</b> Strongly Disagree	<b>F</b> Blank
2. The services I have received will help me get a job.		<b>39%</b>	<b>39%</b>	<b>14%</b>	<b>5%</b>	<b>0%</b>	<b>3%</b>
3. I clearly understand my job search requirements.		<b>55%</b>	<b>40%</b>	<b>4%</b>	<b>1%</b>	<b>1%</b>	<b>0%</b>
4. The skill assessment tool(s) was easy to use.		<b>25%</b>	<b>54%</b>	<b>15%</b>	<b>3%</b>	<b>0%</b>	<b>3%</b>
5. The skill assessment tool(s) helped me decide what type of work to look for.		<b>9%</b>	<b>31%</b>	<b>33%</b>	<b>19%</b>	<b>5%</b>	<b>4%</b>
6. Local labor market information helped me decide where to look for work.		<b>12%</b>	<b>36%</b>	<b>28%</b>	<b>13%</b>	<b>7%</b>	<b>4%</b>
7. My resume is useful in my job search.		<b>59%</b>	<b>31%</b>	<b>9%</b>	<b>1%</b>	<b>1%</b>	<b>0%</b>
8. The success plan is easy to complete.		<b>43%</b>	<b>41%</b>	<b>14%</b>	<b>2%</b>	<b>0%</b>	<b>1%</b>
9. My success plan helps me plan my job search activities.		<b>29%</b>	<b>37%</b>	<b>24%</b>	<b>7%</b>	<b>4%</b>	<b>0%</b>
10. Staff is willing to help me with my job search activities.		<b>50%</b>	<b>38%</b>	<b>7%</b>	<b>4%</b>	<b>1%</b>	<b>0%</b>
11. I am prepared to contact employers.		<b>59%</b>	<b>34%</b>	<b>6%</b>	<b>2%</b>	<b>0%</b>	<b>0%</b>

## **Spokane TWI Staff Business Surveys**

Three business surveys returned. Two from Dakota West and one from Goodyear

### **Questions**

1. Have you interviewed WorkFirst customers in the past 6 mos. If so, do you know approximately how many?
  - Dakota West – Over 30
  - Dakota West – 25 or so
  - Goodyear – 12
2. Have you seen an improvement in WorkFirst customers ability to interview?
  - Dakota West – Over the past 3 months yes
  - Dakota West - In general yes once in a while one will be shy and nervous which is expected
  - Goodyear - Yes I think so other candidates do not do as well
3. Have you hired any WorkFirst customers in the past 6 mos.? If so how many?
  - Dakota West – Close to 20
  - Dakota West – 20
  - Goodyear – 2
4. Are the WorkFirst Customers you hired meeting your expectations? If not why ?
  - Dakota West - So far yes
  - Dakota west – In general yes
  - Goodyear – Yes and then some

### **Staff surveys (surveys attached)**

11 staff surveys were returned and on the whole they reflected positively on the program and services provide.

### **Staff concerns**

- Assessment
  - Not everyone receives a certificate that completed assessment testing –viewed as a negative.
  - Some customers are disappointed with their scores and self esteem is effected
  - Customers do not have enough knowledge about employment and labor market information to make good career decisions
  - Customers mad about the requirements
- 4- 8 and 12 week review
  - Many customers get referred back frequently and are recycled back to ESD and never make it to the 4-week point. Result is that hard to place customers float in the system and never really gets evaluated for learning disabilities.

- It doesn't always want to save the evaluation

#### Requested changes

- More flexible discretion to engage and serve the hard to place
- More time to work with customers with barriers
- More visual aides to promote OJT
- More one on one time with customers
- Changes to program requirements – clients should not be allowed to quit full time jobs with out good cause
- Raise the standard of the workshop materials